

# Office of Human Capital

## All Hands Meeting

February 26, 2007



# Welcome new employees

- HS 10 Jim Andrews, Nicola Duncombe, Stephany Wingard
- HS 20 Alonda Woodley
- HS 30 Barbara Benson, Tina Haymaker, Tammy Rowan
- HS 40 Jacky Davis
- HS 50 Delores Chambers

# OHC Strategic Planning Off-Site

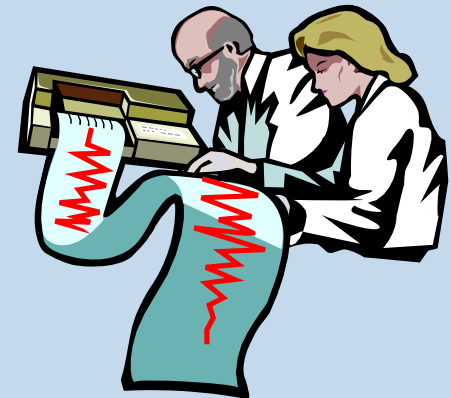
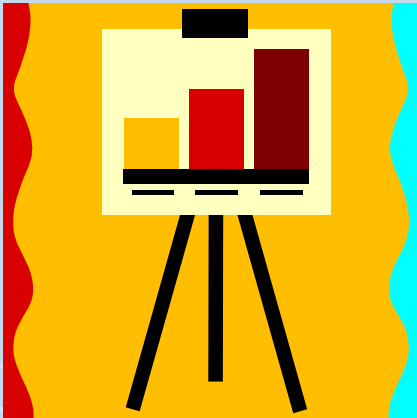
February 14-15, 2007



# FY 06 FMO and Metric Review



# Data, data everywhere...



## SUMMARY CATEGORIES OF DATA COLLECTION

Conroy	4D Systems	Customer Satisfaction 20 Critical Functions	Customer Satisfaction 5 Performance Attributes
Assessment of the Organizational Climate	Team Assessment Director's Direct Reports	Electronic compilation of targeted external customer satisfaction ratings of critical functions	External and internal focus group compilation of five critical performance attributes data
12	4	20	5

WHAT DOES THIS DATA TELL US?

People



Policies  
Processes



Systems



People



# Themes

- **Well Done!**
  - Labor Relations (4.39)
  - Managing Training Facilities (4.38)
  - Employee Services (4.34)
  - Leadership Development (4.33)
  - Managing On-Site Delivery of Training (4.28)
  - Pipeline Programs (4.27)
  - Ad Hoc Data Requests (4.16)
  - OHC's staff is very professional, friendly and supportive
- **Needs Improving**
  - Perception that staff is overloaded
  - Improve accessibility to customer
  - Improve communications w/ customers
  - Partner with Administrative Officers
  - OHC management accessibility
  - Include the entire team
  - Internal perception—'nothing will change'

Processes  
Policies



## Themes

- OHC processes are rigid, inflexible, cumbersome, inconsistent, red taped, and guarded by gate keepers—has an impact on product delivery.
- Knock, knock! Who's there? Communications are perceived as slow. Emails go unanswered.
- Improve external hiring, internal staffing, workforce planning processes
- Make awards more timely.
- Educate the customer on the what/why of what we do in OHC.
- ?Are our resources aligned to meet our customer's priority needs?

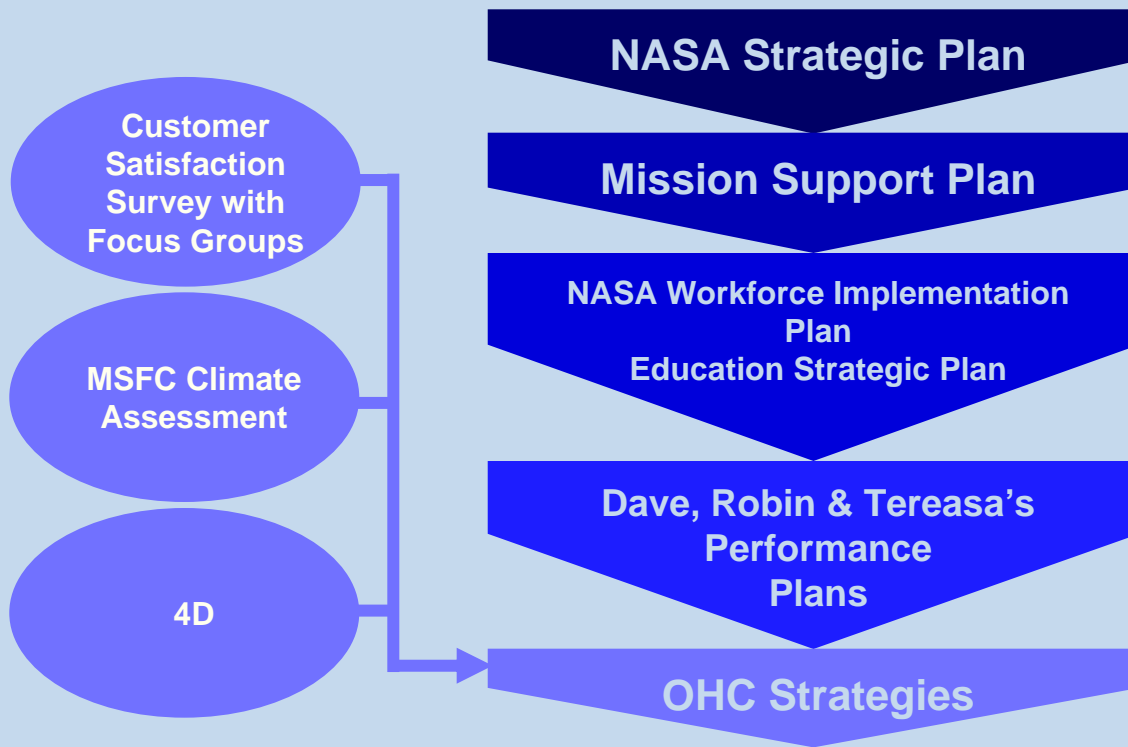


# Systems



## Themes

- Technology systems are imposed—why use them? They have no positive impact on the customer's workload.
- Administrivia!
- There is too much change, too often, and it causes an undue burden on the end user.
- Systems are time consuming and cumbersome.
- Systems do not talk to each other—resulting in duplication of efforts.
- Assume an advocacy role for our customers.



**Goal 1**

*Provide methods & expertise to build and develop the Center's leadership & workforce*

**Objective 1**

Implement succession planning; supervisor/leadership and career development

**Objective 2**

Manage assigned educational programs to ensure alignment with the NASA Education Strategic Framework

**Objective 3**

Transition & incrementally implement the center-wide training & development investment strategy framework

**Goal 2**

*Enhance operational excellence of human capital management*

**Objective 1**

Implement actions & customer service behavior indicators to address survey results

**Objective 2**

Provide for more effective integration of Center workforce management strategies into all OHC functions and services

**Goal 3**

*Provide a strategic workforce building capability that is fully integrated across OHC and the Center*

**Objective 1**

Identify specific options & initiatives to assure workforce size and capability alignment and to mitigate workforce risk factors to mission success

# HS 10 Objectives

- Create a framework for professional development services
- Create a customer satisfaction survey strategy targeting key products and services (real time), with follow-up and follow-through measures
- Operational Excellence – Phase I
  - Complete Expert Yellow Pages
  - Complete Work Prioritization Process
  - Align HS10 website with service offerings and update Bios on website
  - Implementation of the HS10 standardized change management methodology
  - Client tracking database completed
  - Resource tracking database completed
- Education on business readiness and change management:
  - A. Short demo at Executive Council
  - B. Invite HS01 managers to change management meetings to show any impacts to their functional areas.
- Coaching skills training for supervisors and managers
- Create a service brochure for the MSFC certified coaching program
- Create a dynamic framework for HS10 two service areas:
  - “Developing high performing teams and organizations” and
  - “Developing high performing leadership”
- Align HS10 with mission – Phase II of organization development offsite

# HS 20 Objectives

- A workforce analysis will be conducted to examine AFNW, competency gaps, and the six workforce capability measures (i.e., scalability, skill availability and access, performance and proficiency, sufficiency, sustainability, and utilization).
- Mitigating strategies will be developed to address issues and concerns found in workforce analysis.
- MSFC's core/critical competencies will be identified and examined regarding workforce competency transferability.
- An analysis of the workforce size and composition will be conducted to assess skills mix and civil service vs. contractor workforce mix.
- A survey will be conducted to assess voluntary attrition (e.g., retirement, separations from MSFC).
- An exit interview process will be developed and implemented.
- A workforce plan will be developed to manage workforce strategies and to examine the timeliness of each process related to workforce building and analyses.

# HS 30 Objectives

- Create a Career Development Plan for Co-ops/Interns (both soft skills and technical training) to complement professional intern program (PIP) development plans.  
Action Owner(s): HS30/Chrissa Hall along with reps from HS10 and HS40.
- Revise HS30-specific survey questions to make them relevant to internal customers and to OHC.  
Incorporate HS30 external feedback into OHC customer satisfaction report.  
Action Owner(s): HS30/Jeff Ehmen (coordinated with HS10).
- HS30 will align 100 percent of education projects to Agency-approved objectives, and performance-based management of projects will ensure contribution to Center business objectives and Agency goals.  
Action Owner: HS30/Tammy Rowan
- Create a formal OHC Integrated Recruiting Plan that identifies roles, responsibilities, and processes within OHC.  
Action Owner(s): HS30/Chrissa Hall along with reps from HS20, HS40 and HS50.

# HS 40 Objectives

- Develop, and gain Center management approval to implement, a training investment framework.
- Assess and align HS40 resources to support implementation of training investment framework.
- Develop and implement change management strategies to facilitate transition and stabilization of operations within Center-wide training investment framework.
- Develop and roll-out Incentives Awareness Campaign.
- Ensure business readiness of HS40 processes.
- Develop and track customer satisfaction behavioral indicators.
- Forge strong partnership with HS20 organization to identify potential target areas of impact for training (e.g., competency areas for focused workforce alignment).
- Identify target areas of integration and support for HS10 processes.

# HS 50 Objectives

- Analyze and implement improvements to entire hiring process (both external and internal hiring) to complete staffing actions within NASA metric of 29 days.
- Train all HS50 staff in behavioral models for providing good customer service.
- Educate and counsel supervisors on Employee Performance Communication System.



# HS 01 Objectives

- Provide better communications to OHC customers
- Strategic utilization of meeting times
- HS 01 staff will become more visible to OHC workforce
- Assure effective on-boarding of new employees
- Review/improve CAITS action tracking process





# NEXT STEPS....

- February 26 – March 16
  - Each organization will develop action plans with outcome owners and milestones
- March 26
  - Report-outs by outcome owners to the management team
- Quarterly progress review

# Questions

